

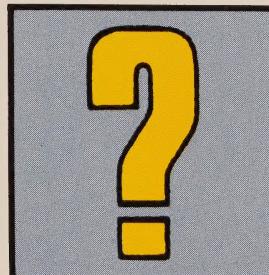
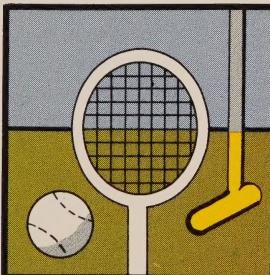
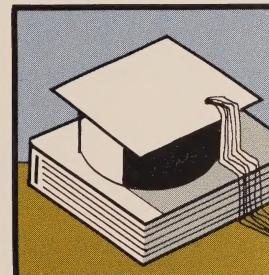
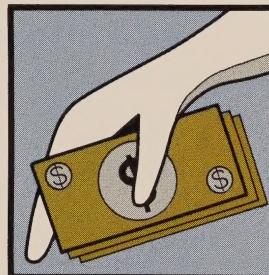
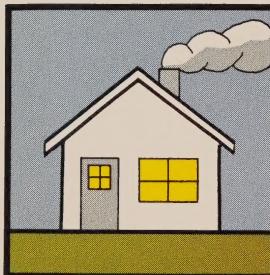
CAZON
SD
-Z300

Comcast
Digital

The Guide

for Senior Citizens

Services and Programs in Ontario





Digitized by the Internet Archive
in 2022 with funding from
University of Toronto

<https://archive.org/details/31761114689664>

Introduction

This Guide for Senior Citizens describes the many programs and services available to Ontario's senior citizens. It does not describe each program in detail. Instead, the Guide gives a brief description of each service and tells you how to contact additional people when you need more help.

The Ministry of Citizenship's Office for Senior Citizens' Affairs has an information service which may be reached by dialing, free of charge, 1-800-267-7329 (if you live in Ontario, outside of Toronto). If you live in Toronto the information service can be reached by dialing 327-2422.

A listing of Ontario Government services is found under "Government of Ontario" in your phone book's blue pages. If you cannot find what you need in the blue pages, call the **General Inquiry Service**, free of charge, from anywhere in Ontario. The telephone number for your area is listed on page 2, under **General Inquiry Service**, of this Guide. Operators at these numbers answer questions or refer callers to other places for more information.

This publication is also available in:

**Chinese
English
French
Greek
Italian
Polish
Portuguese
Braille
Audio Cassette**



**Pour obtenir la version française du guide, prière de
communiquer avec l'Office des personnes âgées en
composant le:**

(416)327-2422 (Toronto)

ou

1-800-267-7329

(sans frais pour toutes les autres régions de la province)

**The information in this booklet is not intended to be a
substitute for Acts and Regulations.**

Contents

Inquiries 1

Office for Senior Citizens' Affairs	1
General Inquiry Service	2
Ministry of Northern Development and Mines	
.....Northern Development Officers	3
Ministry of Community and Social Services	6
Community Information Centres (CICs)	8

Community Services 11

Alzheimer Programs	11
Elderly Persons'/Older Adults' Centres	12
Home Care Program	13
Homemakers and Nurses Services Program	15
Home Support Program	16
Integrated Homemaker Program	17
Senior Citizens' Clubs	17
Volunteers in Service	17
Volunteering	18
Seniors Information Service (Toronto Area Office)	18

Education 19

Post-Secondary Education	19
Secondary School Education	20
Open College	21
Elderhostel Canada	23
Third Age Learning Associates (TALA)	24
TVOntario	25

Financial 27

Old Age Security (OAS)	27
Guaranteed Income Supplement (GIS)	27
Spouse's Allowance (SPA)	27
Widowed Spouse's Allowance	28
Canada Pension Plan (CPP)	28
Ontario Guaranteed Annual Income System (GAINS)	29
Family Benefits	30
General Welfare Assistance	30
Unemployment Insurance	31
Veterans' Affairs Canada	31
Soldiers' Aid Commission	32

Health	33
Ontario Health Insurance	34
Ontario's Drug Benefit for Senior Citizens	37
Health 65 Card	39
Assistive Devices Program (ADP)	40
Public Health Services	41
St. John Ambulance	42
Addiction Research Foundation	43
Housing	44
Assisted Rental Housing	44
Landlords and Tenants -- Laws and Rights	45
Ontario Home Renewal Program	46
Residential Rehabilitation Assistance Program (RRAP)	47
Long Term Care	48
Extended Health Programs	49
Chronic Care Program	50
Placement Co-ordination Services	51
Homes for the Aged	51
Nursing Homes	52
Rest and Retirement Homes	53

Other Services 54

Consumer Information Services	54
Criminal Injuries Compensation Board	56
Driver's Licence	56
Energy	57
Fishing Licences	58
Funding Sources for Senior Groups	59
The Access Fund	59
New Horizons Program	60
Seniors Independence Program	61
Legal Aid	62
Community Legal Clinics	62
Advocacy Centre for the Elderly	63
Lawyer Referral Service	63
Dial-A-Law	64
Libraries	64
Nutrition and Food	65
Ombudsman	67
Ontario Advisory Council on Senior Citizens	68
Ontario Association of Credit Counselling	69
Ontario Human Rights Commission	69
Ontario Intercity Transportation Guide	70
Ontario Welcome House	71
Provincial Parks -- Conservation Authorities	73
Publications	74
Recreation	76
Transportation	80
Travel	81

Tax Grants and Exemptions	82
Ontario Tax Grants	82
Tax Exemption (Disabled and Seniors in the Community Program)	84
Municipal Elderly Residents Assistance Act	85
Seniors' Organizations	86
Index	89

Personal Record

Name _____

Address _____

City _____

Postal Code _____

Telephone Number _____

Ontario's Health 65 Card Number _____

Old Age Security (pension number) _____

Social Insurance Number _____

Name and Telephone Number of:

Closest relative _____

Friend _____

Clergy _____

Doctor _____

Drug Store _____

Lawyer _____

MPP _____

Office for Senior Citizens' Affairs (416) 327-2422

Outside the Toronto area

dial toll-free

1-800-267-7329

Public Health Unit _____

Ambulance _____

Fire Department _____

Police _____

Inquiries

Office for Senior Citizens' Affairs

The Office for Senior Citizens' Affairs meets with seniors and groups that serve seniors. It helps make sure that Ontario's policies and programs consider and mirror seniors' needs.

It also prepares and offers workshops, books, pamphlets and videotapes that help professionals working with community organizations meet the needs of today's seniors.

The Office for Senior Citizens' Affairs promotes June as **Senior Citizens' Month**. Each year it calls for nominations for the **Ontario Senior Achievement Awards**. The awards are presented at a June ceremony.

The Office offers information about programs and services for seniors and produces print materials of interest to seniors.

These print materials for seniors include:

- **Song books*, including one of Christmas songs
- **Planning Events*, to help seniors plan, produce and promote community events
- **How to Choose the Right Place* , to help in choosing the right housing
- **It's Your Show*, to help seniors plan, produce and promote stage shows

For a full list of services, call the Office for Senior Citizens' Affairs.

If you have questions about Government programs and services, call or write the Office's Information and Referral Service. This service is offered in English and French.

For more information about the Office for Senior Citizens' Affairs, call or write:

Office for Senior Citizens' Affairs,
76 College Street,
Sixth Floor,
Toronto, Ontario
M7A 1N3

Telephone: (416) 327-2422
Outside the Toronto area,
toll free 1-800-267-7329

General Inquiry Service

To contact other Ontario Government offices, call:

Toronto (416) 965-3535
Ottawa (613) 238-3630
London (519) 675-7729
Sudbury (705) 675-4574
Thunder Bay (807) 475-1110

From other parts of Ontario, call "0" and ask the Bell operator for Zenith Ontario.

A TDD (telecommunication device for the deaf) information and referral service on Government services can be reached at:

Toronto (416) 965-5130
Ottawa (613) 787-4043
Ontario wide 1-800-268-7095

Ministry of Northern Development and Mines - Northern Development Officers

The Ministry of Northern Development and Mines has 28 offices in Northern communities.

At these offices Northern Development Officers provide information about Government programs and services. If needed, an Officer will visit your home.

Call or write Northern Development Offices at:

Northeastern Ontario (Area Code 705)

Blind River

Shopping Mall
Causley Street
P.O. Box 760
P0R 1B0
356-2226

Chapleau

31 Birch Street E.
P0M 1K0
864-1515

Cochrane

161 Sixth Avenue
P.O. Box 668
P0L 1C0
272-4274
272-4275

Northeastern Ontario (Area Code 705)

Elliot Lake

10 Brunswick Walk
P5A 2A8
848-7133

Espanola

Espanola Mall
P.O. Box 636
Hwy. 6 South
P0P 1C0
869-1532

Hearst

904 George Street
Box 1688
P0L 1N0
362-4358

Iroquois Falls
 260 Main Street
 P.O. Box 460
 P0K 1G0
 232-4001

Mindemoya
 King and Young Sts.
 Box 128
 P0P 1S0
 377-5396

North Bay
 267 Main Street W.
 P1B 2T8
 472-3911

Wawa
 27 Gold Street
 P0S 1K0
 856-2354

Northwestern Ontario
(Area Code 807)

Atikokan
 123 Marks Street
 Box 940
 P0T 1C0
 597-2701

Kapuskasing
 Model City Mall
 P5N 2E9
 335-6008

Moosonee
 Main Street
 Box 307
 P0L 1Y0
 336-2991

Parry Sound
 70 Church Street
 P2A 1Y9
 746-4296

Kirkland Lake
 32 Prospect Avenue
 P.O. Box 100
 P2N 3M6
 567-3291

New Liskeard
 310 Whitewood Ave.
 Box 68
 P0J 1P0
 647-7391

Sturgeon Falls
 191 Main Street
 P0H 2G0
 753-2900

Fort Frances
 529 Mowat Ave.
 P9A 1Z1
 274-5329

Geraldton
 305 Main Street
 Box 69
 P0T 1M0
 854-0266

Ignace
 100 Main Street
 Box 196
 P0T 1T0
 934-2260

Kenora
 12 Main Street
 Box 5050
 P9N 3X9
 468-5548

Marathon
 2 Stevens Avenue
 Box 280
 P0T 2E0
 229-1153

Nipigon
 16 Front Street
 Box 8
 P0T 2J0
 887-3230 (Tues.,
 Wed., Thurs. only)

Rainy River
 408 Atwood Avenue
 Box 430
 P0W 1L0
 852-3287

Red Lake
 276 Howey Street
 Box 950
 P0V 2M0
 727-2870

Sioux Lookout
 42 King Street
 Box 147
 P0V 2T0
 737-1318

Thunder Bay
 428 Victoria Ave.
 East
 P7C 1A5
 475-1425

If you live in a northern area not covered in the above,
 dial "0" and ask for **Zenith 33160**.

Ontario Ministry of Community and Social Services

This Ministry has many services for seniors. It has offices in:

Southeastern Region

Kingston
1055 Princess Street
Suite 103
Kingston, Ontario
K7L 4X8
(613) 545-0539

Ottawa
10 Rideau Street
7th Floor
Rideau Centre
Ottawa, Ontario
K1N 9J1
(613) 234-1188

Peterborough
60 Hunter Street E.
Peterborough, Ontario
K9H 1G5
(705) 742-9292

Southwestern Region

Hamilton
P.O. Box 2112
119 King Street W.
6th Floor
Hamilton, Ontario
L8N 3Z9
(416) 521-7280

London
495 Richmond Street
6th Floor
London, Ontario
N6A 5A9
(519) 438-5111
(Seniors Dept.)

Waterloo
75 King Street S.
5th Floor
Waterloo, Ontario
N2J 1P2
(519) 886-4700

Windsor

250 Windsor Avenue
 1st Floor
 Windsor, Ontario
 N9A 6V9
 (519) 254-1651

Central Region

Barrie
 34 Simcoe Street
 Box 910
 Barrie, Ontario
 L4N 6T4
 (705) 737-1311

Mississauga
 1140 Burnhamthorpe
 Road West
 Suite 212
 Mississauga, Ontario
 L5C 4E9
 (416) 897-3100

Toronto
 2195 Yonge Street
 9th Floor
 Toronto, Ontario
 M7A 1G1
 (416) 965-1433

Northern Region

North Bay
 222 McIntyre St. W.
 Suite 406
 North Bay, Ontario
 P1B 2Y8
 (705) 474-4452

Sudbury
 111 Larch Street
 Suite 1, 8th Floor
 St. Andrew's Place
 Sudbury, Ontario
 P3E 4T5
 (705) 675-4515

Thunder Bay
 710 Victoria Avenue
 Suite 301, 3rd Floor
 Thunder Bay, Ontario
 P7C 5P7
 (807) 475-1345
 (807) 622-2272

Community Information Centres

Community Information Centres (CICs) are local organizations which provide information and advice about both provincial and local services. A listing of CIC locations follows:

Ajax-Pickering	(416)686-2661
Alliston	(705)435-4900
Amherstburg, Anderdon and Maldon	(519)736-5471
Ancaster	(416)648-6675
Aylmer	(519)773-5301
Barrie	(705)728-1010 or 728-1011
Belle River	(519)728-1435
Belleville	(613)969-0130
Brampton	(416)793-4111
Brantford	(519)753-3171
Burlington	(416)639-4212
Caledon	(519)584-9460
Cambridge	(519)740-3030
Cannington	(705)432-2636
City of York	(416)652-2273
Cobourg	(416)372-8913
Collingwood	(705)445-0641
Downsview	(416)633-1067
Dundas	(416)627-5461
Elmira	(519)669-5139
Erin	(519)833-9696
Essex	(519)776-4321
Etobicoke (YMCA)	(416)252-6471 ext. 1218/129
Fergus	(519)843-5020

Gloucester	(613)741-0770
Guelph	(519)821-0632
Haliburton	(705)457-2733
Hamilton-Wentworth	(416)528-0104
Keswick	(416)478-4140 or 722-6521
Kingston (Information)	(613)542-7317
Kitchener	(519)579-3800 or 653-5705
Lakefield	(705)652-8655
Leamington	(519)326-8629
London	(519)432-2211
Malton	(416)677-6585
Markham	(416)294-4300 or 731-3145
Milton	(416)875-4636
Mississauga	(416)629-1873
Mount Forest	(519)323-4480
Niagara Falls	(416)356-4636
North York:Fairview Information	(416)493-0752
Link Information	(416)395-5591
Oakville	(416)845-3255
Orangeville	(519)941-6931
Orillia	(705)326-7743
Oshawa	(416)434-4636
Ottawa-Carleton	(613)238-2101
Ottawa (Old Forge)	(613)829-9777
Peterborough	(705)743-2523
Peterborough Seniors' Council	(705)742-7067
Port Colborne	(416)834-0515
Port Perry	(416)985-8461
Richmond Hill Information	(416)884-3000
or (Volunteers)	(416)884-3839
Rexdale	(416)741-1553

Sarnia	(519)336-2422
Sault Ste. Marie	(705)949-6565
Scarborough	(416)321-6912
Simcoe	(519)426-6655 or (416)772-3828
St. Catharines	(416)682-6611
Stratford	(519)273-5250
St. Thomas	(519)631-1100
Sudbury	(705)674-4636
Thunder Bay	(807)345-4009
Tilbury	(519)682-2268
Tillsonburg	(519)842-9007
Toronto:	
Bloor Information	(416)531-4613
or LEGAL	531-7376
Metro Information	(416)392-0505
Neighbourhood Information	(416)698-1626
Neighbourhood Information Post	(416)924-2543
Parkdale Information	(416)393-7689
Connect Information Post ..	(416)534-3561 or 534-3562
Waterdown	(416)689-7880
Welland	(416)682-6611
Whitby	(416)668-0552
Windsor	(519)253-6351 or 253-9122
Woodbridge	(416)851-2333
Woodstock	(519)539-4889

Community Services

Several Ontario programs have services for people who need help with daily living and/or health needs.

Many of these programs are offered by various levels of Government. In addition to offering a range of services that help older adults needing health-related assistance, many non-profit and voluntary organizations also offer recreational, social and leisure time activity programs.

Alzheimer Programs

Alzheimer Day Programs help people with Alzheimer's Disease. Program activities help these people make use of their existing abilities as much as they can. These programs usually take place in community centres. Many offer group activities.

Respite Care Services help families who care for relatives with Alzheimer's Disease. This allows those who give care to have some time off. A trained respite provider makes planned home visits of several hours or emergency visits. As well as looking after the person with Alzheimer's Disease, some respite providers do light housework, prepare meals, do laundry, and offer personal care.

Some Alzheimer Day Programs and Respite Care Services offer advice and education to those who give care. More information can be found in all Ministry of Community and Social Services' offices. See page 6 for a full list of these offices.

Elderly Persons'/Older Adults' Centres

Non-profit groups or local governments operate Elderly Persons' Centres or Older Adults' Centres. These centres have social, recreational and cultural events for seniors. Some have learning programs that help seniors deal with aging and retirement. They may also offer home support.

More information about home support services is on page 16.

Call the nearest Ontario Ministry of Community and Social Services office to learn where these centres are.

Page 6 of this Guide has a list of Ministry of Community and Social Services' offices.

You can also call your local Community Information Centre. See page 8 for a list of these Centres.

Home Care Program

The Ontario Home Care Program organizes in-home services for eligible seniors.

There are two parts of this Ontario-wide program. **Acute Home Care** is for short-term active help. **Chronic Home Care** meets long-term needs.

For both, doctors apply for Home Care for their patients.

A home care case manager decides if a person should get home care. The manager will also refer people who do not qualify for home care to other places for help.

One or more services (such as visiting nurses, physiotherapy, occupational therapy or speech therapy) can be provided.

Home care may arrange for more help. This can include counselling and visiting homemaker services. Hospital and sick room equipment, transportation and portable meals can also be provided.

Patients and their families help make plans for patients in the programs. These care plans are aimed at helping patients become more able to look after their personal and daily care needs.

The team works with the family to give needed care and provides emotional support to the patient and the family.

You can get more details from your doctor or from your local Home Care Program. See "*Home Care*" in the "*Government of Ontario*" part of your local phone book's blue pages, or call or write:

Ontario Ministry of Health
Community Health Branch
Home Care Program
15 Overlea Boulevard, 6th Floor
Toronto, Ontario
M4H 1A9

Telephone: (416) 963-1364

You can get the pamphlet: "*Home Care Program -- There's No Place Like Home*" from:

Ontario Ministry of Health
Health Information Centre
Hepburn Block, 9th Floor
Queen's Park
Toronto, Ontario
M7A 1S2

Telephone: (416) 327-4327
or toll-free - 1-800-268-1153

Homemakers and Nurses Services Program

This program serves elderly, physically disabled people or people recovering from illnesses. The services allow these people to stay in their homes instead of going to an institution.

Homemakers may prepare meals, shop, do laundry, or offer housekeeping or personal care.

Nurses make sure that the medical plan of care (changing bandages, checking the effect of medicine, etc) is followed. Nurses also help with such things as bathing, skin care and toileting.

Social service departments of local governments and of Native Indian bands manage these services. Managing organizations use their own nurses or homemakers, or the services of other groups. Other groups include the Victorian Order of Nurses, the St. Elizabeth Order of Nurses, the Red Cross, and the Ontario Association of Visiting Homemakers.

Payment for these services is in keeping with the person's ability to pay. The person must live in the area where they apply for the service.

You can get more information from your municipal social services office, or the nearest office of the Ontario Ministry of Community and Social Services. See page 6 for a list of these offices.

Home Support Program

Non-profit agencies, some homes for the aged, some local governments and Native Indian bands offer home help services. These services help senior citizens stay in their own homes. They include:

- *meals on wheels
- *diner's club (wheels to meals)
- *respite care services
- *senior day care programs
- *home help
- *home repair
- *transportation (to shopping and doctor appointments)
- *friendly visiting
- *security checks

Non-profit corporations offering these services get funding from the Ontario Ministry of Community and Social Services. You can get more information by calling the nearest Ministry office (See page 6).

Integrated Homemaker Program

The Ontario Government offers an Integrated Homemaker Program (IHP) for frail seniors and disabled adults who need homemaker help to stay in their homes.

Homemakers do housekeeping, cooking, laundry and shopping. They also help with personal needs such as dressing and grooming.

For more information call the closest Home Care Program listed under "*Home Care*" in your phone book's white pages. You can also call the closest Ministry of Community and Social Services office (See page 6)

Senior Citizens' Clubs

Many places have senior citizens' clubs. These clubs offer social, recreational, learning and information services.

To find out if there is a club near you, call your closest Community Information Centre.

See page 8 for a list of Centres.

Volunteers in Service

Through its Senior Volunteers in Service program, the Ministry of Community and Social Services invites seniors to help each other.

For more information, call the closest office of the Ministry of Community and Social Services.

See page 6 for a list of offices.

Volunteering

Taking part in volunteer work can help people feel good about themselves.

There are thousands of ways to volunteer in Ontario.

To find out about these, call your closest Volunteer Centre. The Centre will arrange volunteer work to suit you.

If you live in Toronto, call the Volunteer Centre's Retirement PLUS program at 961-6888.

If you live outside of Toronto, call Volunteer Ontario at (416) 236-0588.

(People there will help you contact your closest volunteer centre.)

Seniors Information Service (Toronto Area Office)

Toronto's Seniors Information Service has information about community services for seniors living in Metro Toronto.

Senior volunteers offer information, referral and advice.

The service is open from Monday to Friday, between 9 a.m. and 4 p.m.

The telephone number is (416) 965-5103.

Education

Most school boards, universities and colleges offer courses to seniors for free, or at a low rate.

Many college courses help senior citizens deal with retirement planning and the problems of retirement.

Civic departments such as Parks and Recreation, as well as some community groups, may also offer learning programs.

Post-Secondary Education

"*Horizons*" is a small book printed by the Ministry of Colleges and Universities. It gives details on Ontario college and university programs and what you need to get into them.

You can get "*Horizons*" free by calling, or writing:

Public Inquiries Unit
Ministry of Education
13th Floor, Mowat Block
Queen's Park
Toronto, Ontario
M7A 1L2

Telephone: (416) 965-6407 (Toronto and area)
1-800-387-5514 (other places in Ontario)

Secondary School Education

Schools offer many credit and interest courses in their night school and continuing education programs. Your board of education can give you more information. *"Adult Education: It's Never Too Late to Learn"*, is a book from the Ministry of Education. It tells you about older student credits, night school and correspondence education.

The Ministry of Education's Independent Learning Centre offers free home-study courses. People in Ontario can choose from 120 courses in English, or 24 courses in French.

Students can work on a high school diploma or try courses that improve their knowledge of things that interest them. Lessons and most learning materials are loaned for free.

The Independent Learning Centre's counselling service gives advice on how to choose courses and how to sign up. More information is given in the yearly *"Independent Learning Centre Student Guide"*, and *"Course Guide"*. To get these, call or write:

Independent Learning Centre
909 Yonge Street
Toronto, Ontario
M4W 3G2
Telephone: (416) 965-2657 (Toronto and area)
1-800-387-5512 (other places in Ontario)

Open College

CJRT offers an Open College that broadcasts some university courses. There are no entrance requirements for these courses. Cost is low for people 60 years of age or older.

Some courses can be heard on CJRT-FM in and around Toronto. Other courses are offered on audio tapes or by mail.

CJRT Open College is on cable in:

- *Cornwall
- *Deep River
- *Dryden
- *Elliot Lake
- *Geraldton
- *Hornpayne
- *Huntsville
- *Kapuskasing
- *Kenora
- *Kingston-Gananoque
- *London
- *North Bay
- *Parry Sound
- *Pembroke
- *Sudbury
- *Timmins

Open College offers many subjects including:

- ***Aging and You: An Introduction to Gerontology**
- ***Canadian Literature**
- ***Economics**
- ***Ethnic Relations**
- ***History**
- ***Management**
- ***Nutrition**
- ***Politics**
- ***Psychology**

"Open College Calendar" contains more information.
To get a copy of the calendar please write or phone:

Open College
297 Victoria Street
Toronto, Ontario
M5B 1W1

(416) 595-0485

Elderhostel Canada

Elderhostel Canada arranges educational courses for people 60 or older. Courses take place at colleges and universities. Students live on campus.

A friend, over 50 years of age, may accompany a student who is 60 or older.

All parts of Canada, more than 1,600 places in the U.S., and 56 other countries offer Elderhostel programs.

Costs are low and programs appeal to older adults who want to learn and be adventurous.

For four free catalogues each year, mail your name and address to:

Elderhostel Canada
Suite 300
33 Prince Arthur Avenue
Toronto, Ontario
M5R 1B2

Third Age Learning Associates (TALA)

Third Age Learning Associates (TALA) is a senior volunteer group. It offers advice to seniors who want to set up their own university level programs.

TALA has more than 30 Ontario groups. Others may be found in both Eastern and Western Canada and in the U.S.

Courses keep seniors up to date on things such as the Environment, Government and Arts and Sciences.

TALA offers the book "*Keeping Your Mind Alive*", the philosophy, psychology and "how to" of Third Age Learning.

For further information please write to:

Third Age Learning Associates
174 York Hall, Glendon College
2275 Bayview Avenue
Toronto, Ontario
M4N 3M6

TVOntario

TVOntario features programs and series of special interest to senior citizens. Information on growing old can be gained from subjects such as retirement, fitness and health care.

TVOntario also offers part-time learning on programs using TV and print materials. Many subjects are covered.

Watch the newspaper TV lists for programs you want to see. Senior citizens' clubs and other senior groups can rent TVOntario videotapes and materials. Materials are made available at low costs.

For more information on how to rent tapes and other material, or to sign up for courses, call or write:

TVOntario
Customer Service
P.O. Box 200, Station Q
Toronto, Ontario
M4T 2T1

Telephone: (416) 484-2610 (Videotapes)
(416) 484-2612 (Publications)

For toll-free dialing in Ontario:

Audience Relations	1-800-268-8840
Client Services	1-800-668-9974
Main Switchboard	1-800-268-8840
.....	1-800-387-8434
.....	1-800-387-8437
.....	1-800-387-8450

Financial

In this section of the Guide you will find information about financial programs that help seniors.

Old Age Security (OAS)

If you are 65 or over and meet residence requirements, you can get a full or partial Old Age Security pension. To receive this pension you must apply to Health and Welfare Canada.

For information about Old Age Security call or write the nearest Income Security Program office, listed under "Health & Welfare" in the "Government of Canada" part of your phone book's blue pages.

Guaranteed Income Supplement (GIS)

People getting the Old Age Security pension who need financial help may be eligible for the Guaranteed Income Supplement (GIS).

To find out if you are entitled to get GIS you must fill out a GIS application form. An application for GIS is mailed, at your request, once your Old Age Security Pension is approved for payment.

Spouses' Allowance

A 60-to-64 year-old spouse of a person who is getting OAS may be able to get Spouse's Allowance. The spouse must meet residence requirements and the couple's income must be within set limits. You must fill out an application each year if you still need Spouses' Allowance. Otherwise, payments will be discontinued.

Widowed Spouses' Allowance

Financial help is offered to the legal or common-law spouse of someone who has died. To get the Widowed Spouse's Allowance, the survivor must be 60 to 64 years old and meet both residence and income rules.

Application forms may be found at your nearest Income Security Programs office. Offices are listed under "*Health and Welfare*" in the "*Government of Canada*" part of your phone book's blue pages. **You must fill out an application each year if you still need this allowance. Otherwise, it will be discontinued.**

Canada Pension Plan (CPP)

The Canada Pension Plan offers retirement pensions, living spouse benefits and disability benefits.

If you are at least 60 years of age, you may be eligible for full or partial CPP retirement benefits, provided you have contributed to the plan.

You must apply to get these benefits.

For more information, or to get application forms, call your closest Income Security Program office. These offices are listed under "*Health & Welfare*" in the "*Government of Canada*" part of your phone book's blue pages.

Please give your full name and social insurance number when calling your Income Security Program office.

Ontario Guaranteed Annual Income System (GAINS)

Seniors who get the Guaranteed Income Supplement and whose incomes are below Ontario's guaranteed income level get financial help from GAINS. No application is needed.

For a free booklet and more information, call the Ontario Ministry of Revenue's Information Centre. The call is free from anywhere in Ontario.

In all areas dial 1-800-263-7965
or 1-800-263-7776 (TDD)

Or write to:

Ministry of Revenue
Guaranteed Income and Tax Credit Branch
P.O. Box 624
33 King Street West
Oshawa, Ontario
L1H 8H8

Or visit:

The Public Enquiry Centre
Ministry of Revenue
50 Grosvenor Street
Toronto, Ontario
M5S 2V3

Family Benefits

People aged 60 and over, who are not eligible for federal retirement benefits (i.e. OAS, GIS, Spouses' Allowance), and who need financial help may be able to get Family Benefits. For those who qualify for Family Benefits and live in a nursing home or home for the aged, a monthly personal needs allowance provides spending money.

General Welfare Assistance

Seniors in financial need may be able to receive short-term help with general living costs, such as food and shelter, and special items such as dental or eye care, hearing aids, transportation to doctors, or burials.

For more information call your municipal social service department or the nearest office of the Ontario Ministry of Community and Social Services (see page 6). The book *"Income Maintenance Handbook"* describes GAINS, Family Benefits and General Welfare Assistance. It can be ordered from the closest Ministry office.

Unemployment Insurance

Seniors are eligible to collect unemployment benefits in the event they are unemployed and actively seeking work. This is retroactive to September 23, 1988. Seniors who can prove they were available for work may be eligible for retroactive benefits.

To get more information contact a Canada Employment Centre listed in the "*Government of Canada*" part of your phone book's blue pages.

Veterans Affairs Canada

War Veterans Allowance/Civilian War Allowance

War veterans and certain civilians (or their dependents or survivors) may be eligible for financial and/or health care assistance.

Pensions for Service Disabilities

Veterans can learn about applying for a pension, or an increase in pension, for disabilities received during war service by contacting the nearest Veterans Affairs office.

Veterans Independence Program/Health Care Benefits

Veterans may also be eligible for financial help with home and health services.

Call a Veterans Affairs office to learn more about these programs. Office addresses and phone numbers are in the "*Government of Canada*" part of your phone book's blue pages. You can also get information by calling Veterans Affairs at:

Toronto 226-5226.

In area code (807) 1-800-387-0930

In area codes (416)
(519) (613) (705) 1-800-387-0919

Soldiers' Aid Commission

This Commission offers emergency and special help to eligible war veterans and/or their families.

For information write or call:

Soldiers' Aid Commission
Commission Office
700 Bay Street
2nd Floor
Toronto, Ontario
M7A 1E9

Telephone: (416) 965-4891

You can get information about Ontario's health programs and services from the Ontario Ministry of Health.

This Ministry prepares print materials about such things as nutrition, dental health, home care and nursing homes.

Health

The Health Information Centre can answer any questions you have. You can also get free print materials prepared by the Ministry.

The Centre's address and phone number is:

The Health Information Centre
Ministry of Health
Hepburn Block, 9th Floor
Queen's Park
Toronto, Ontario
M7A 1S2

Telephone: (416) 327-4327
or call-free 1-800-268-1153

Ontario Health Insurance

The Ministry of Health manages the province-wide Ontario Health Insurance Program. On January 1, 1990 health insurance payments were removed for Ontario citizens. For those under 65 with a Health Card or those over 65 with a Health 65 Card, the Ontario Health Insurance Program pays most medical costs, including visits to family doctors and hospital treatments.

To get a Health 65 card, you must be legally allowed to stay in Canada and have your home in Ontario. Seniors who travel outside the province must spend four months, one after the other, in Ontario to be covered by the Ontario Health Insurance Program. Please call your nearest Ministry of Health office if you:

- *get married, divorced, or separated
- *change your address
- *plan to leave Ontario for more than three months
- *need more information about what is covered while outside Ontario or Canada.

Barrie

30 Poyntz Street
L4M 3P2
(705) 726-0326
1-800-461-7597

Hamilton

119 King Street West
P.O. Box 2280, Stn A
L8N 4C8
(416) 521-7100
1-800-263-2187
(From Area 416 and
519)

Kenora

100 Main Street South
P9N 1S9
(807) 468-2869
1-800-465-1141
(807 area only)

Kingston
 1055 Princess Street
 P.O. Box 9000
 K7L 5A9
 (613) 546-3811
 1-800-267-0933

Kitchener
 Canada Life Square
 Main Floor
 235 King Street East
 N2G 4N5
 (519) 745-8421
 1-800-265-2385

London
 227 Queens Avenue
 P.O. Box 5700, Terminal A
 N6A 4L6
 (519) 433-4561
 1-800-265-4703

Mississauga
 201 City Centre Drive
 P.O. Box 7020, Stn A
 L5A 2T4
 (416) 275-2730
 Zenith 96420
 (from Caledon area)
 1-800-387-9468
 (from Area 416)

Oshawa
 Executive Tower
 Oshawa Centre
 419 King St. W.
 P.O. Box 635
 L1H 8L4
 (416) 434-3700
 1-800-263-3814
 (from Area 416)
 1-800-263-3952
 (From Area 705, 519,
 613)

Ottawa
 Fuller Building
 75 Albert Street
 K1P 5Y9
 (613) 783-4400
 1-800-267-1912

Owen Sound
 981 2nd Avenue East
 N4K 2H5
 (519) 376-6447
 1-800-265-3190

Peterborough
 Park Lane Plaza
 815 High Street
 K9J 8J9
 (705) 743-2140
 1-800-461-1934

St. Catharines
 59 Church Street
 3rd Floor
 L2R 3C3
 (416) 682-6658
 1-800-263-4973

Sarnia
452 Christina Street
North
N7T 5W4
(519) 337-2348
1-800-265-1453

Sault Ste. Marie
205 McNabb Street
2nd Floor, Suite 205
P6B 1Y3
(705) 759-8598
1-800-461-2215

Sudbury
199 Larch Street
8th Floor
P3E 5R1
(705) 675-4261
1-800-461-4006

Thunder Bay
435 James Street
South
P.O. Box 5000
P7C 5G6
(807) 475-1351
1-800-465-5067

Timmins
38 Pine Street North
101 Mall, Suite 110
P4N 6K6
(705) 264-5388
1-800-461-9829

Toronto
2195 Yonge Street
(at Eglinton)
P.O. Box 1700, Stn A
M5W 1G9
(416) 482-1111

Windsor
1427 Ouellette Avenue
N8X 1K1
(519) 258-7560
1-800-265-4840

Head Office
49 Place d'Armes
P.O. Box 38
Kingston, Ontario
K7L 5J2
(613) 548-7878

Ontario's Drug Benefit Program for Senior Citizens

People covered under Ontario's Drug Benefit Program, can have many prescriptions filled at no charge. The medicine must be ordered by a person licensed to practice in Ontario. The medicine must also be on the list of drugs approved by the Ministry of Health.

People 65 years old or older can get Drug Benefit if they are legally allowed to stay in Canada and live in Ontario.

Tourists, transients and visitors to Ontario are not covered.

Approved persons will be given an Ontario Health 65 card.

No person may use another's Health 65 card.

Payment for drugs begins on the first day of the month after you turn 65 or the first day you live in Ontario. If your marital status changes, please call the nearest office of the Ministry of Health, Health Insurance Division.

Drugs bought before you receive your Ontario Health 65 card may be paid for. Keep the receipts until you get your Health 65 card. Call the Drug Benefit Payment Office to apply for a refund.

If you are planning a trip outside Ontario, you may need an extra supply of drugs. Prescriptions from outside of Ontario are not covered for payment.

Please talk with your Ontario doctor and druggist about your need for prescription drugs.

You can get up to a 250-day course of treatment if you are 65 or older, or if you receive Family Benefits and have a valid Drug Benefit Eligibility card.

People who get General Welfare and have valid monthly Drug Benefit Eligibility Cards can receive up to a 35-day course of treatment. Treatment is offered for the month in which the card is valid.

You can also buy private medical insurance to cover the cost of prescription drugs bought outside Ontario.

More information, and the "*Registration for Ontario Health Coverage*" form is provided by:

Ontario Ministry of Health
Finance and Accounting Branch
Drug Benefit Payment Unit
P.O. Box 78
Kingston, Ontario
K7L 5K2
Telephone: (613) 548-6552

(416) 965-9337 (Toronto area)

or any Ministry of Health Office. (see page 34)

Health 65 Card

Persons turning sixty-five will automatically be mailed a new Health 65 Card. This card is used by senior citizens of Ontario as identification for physician, hospital and other health services including the Ontario Drug Benefit Program.

To obtain a Health 65 Card you must be legally allowed to stay in Canada and have your home in Ontario.

Tourists, transients and visitors to Ontario are not covered.

The Health 65 Card can also be used to obtain free, or reduced rates or admission to all provincial parks and many historical and cultural sites in Ontario. Some municipal transit systems, as well as some business firms, also offer special rates to senior citizens.

For further information regarding Health 65 Cards, please contact the nearest Ministry of Health office (see page 35 of this Guide).

Assistive Devices Program (ADP)

The Assistive Devices Program (ADP) gives financial help to people who live in Ontario and who have long-term physical problems.

It helps pay for certain necessary equipment and services.

ADP will pay up to 75 per cent of the cost of:

- *manual and powered wheelchairs
- *specialized seating inserts for wheelchairs
- *some specialized mobility aids such as walkers
- *ostomy supplies and related accessories
- *prosthetic devices, including artificial limbs, eyes, and breasts
- *respiratory equipment, such as compressors, suction machines, and tracheotomy tubes

Call ADP for information about getting help with the 25 percent part of the cost not covered, or the cost of equipment not allowed under ADP.

A number of volunteer groups (e.g. Ontario March of Dimes, Cancer Society, Easter Seal Society) or local governments' social service departments also have this information.

ADP may also help with buying hearing aids for people 19 years old or older.

Changes in ADP to cover incontinence supplies, as well as visual aids, orthotics and communication aids, except eyeglasses, are being introduced in phases.

For more details about this help, call ADP at:

963-1956 in Toronto

1-800-268-6021 toll-free in Ontario.

Telephone Device for the Deaf (TDD)
dial 1-800-268-6023.

Public Health Services

All Public Health units in Ontario offer public health services that help seniors keep their health and independence, and stay in their own homes.

These services are given by many health professionals such as nurses and nutritionists. Services can cover such things as group health education classes, health counselling and advice to families.

Call your nearest Public Health Unit for more information. A list of offices is found under "Public Health" in the "Municipal" part of your phone book's blue pages.

St. John Ambulance

Healthy Aging

A course to help seniors learn how to keep their good health and stay independent.

Healthy Retirement

A course to help people handle the emotional changes of aging, and lifestyle changes of retirement.

Caring for the Aging

A 21-hour course that gives caregivers knowledge and skills needed to care for an older person.

To find out if these courses are offered in your community call the closest St. John Ambulance listed in the white pages of your phone book. You can also call:

St. John Ambulance, Ontario Council
46 Wellesley Street East
Toronto, Ontario
M4Y 1G5

Telephone: (416) 923-8411

Addiction Research Foundation

The Addiction Research Foundation's Drug and Alcohol Information Line is free, 9 a.m. to 9 p.m., seven days a week. It offers more than 60 short audiotapes about alcohol and other drug subjects.

If calling from a touch-tone phone, follow directions given when the call is answered. If calling from a dial phone, please wait a minute and a staff person will help you.

Some tapes are in Greek, Chinese, Italian, Spanish and Portuguese.

For further information call:

595-6111 (in Toronto)

1-800-387-2916 (outside of Toronto).

Housing

Senior citizen housing is for seniors who can look after their own needs. It is not for people who need the kind of care offered in long term care facilities.

Assisted Rental Housing

Assisted rental housing is available through the Ontario Housing Corporation and non-profit housing agencies.
Ontario Housing Corporation.

The Ontario Housing Corporation has many assisted rental buildings in Ontario. Rents are set at 25 per cent of tenants' incomes in these buildings.

Non-Profit Housing

Municipalities and community groups in many parts of Ontario have formed non-profit housing corporations. Rents are set at 25 per cent of income in many of the units owned by non-profit housing corporations.

For more information about Assisted Housing, contact your municipal office. Look under "*Housing*" in the "*Municipal (city) Government*" part of your phone book's blue pages.

Landlords and Tenants -- Laws and Rights

Workers at 21 rent review offices throughout Ontario can answer questions. They will also try to settle rent disputes between owners and tenants.

Two pieces of legislation control actions of owners and tenants in Ontario. These are called "The Residential Rent Regulation Act" and "The Landlord and Tenant Act".

Among other things, "The Residential Rent Regulation Act" lays out how much owners can raise rents. Rents above the allowed rate will be subject to a rent review.

"The Landlord and Tenant Act" deals with owner-tenant problems such as eviction, tenants' rights to privacy and upkeep duties of owners and tenants.

For more information, call the nearest rent review office. See "*Housing - Ministry of*" in the "*Government of Ontario*" part of your phone book's blue pages.

Ontario Home Renewal Program

The Ontario Home Renewal Program offers loans of up to \$7,500 to help homeowners with incomes below a certain level to bring their houses up to municipal standards. Depending on income, some of the loan may not have to be repaid. The loans help improve such things as structural and sanitary conditions, and plumbing, insulation, heating and electrical work.

Loans of up to \$15,000 are offered to families with incomes below a certain level to make their homes more suitable for disabled persons or elderly persons with mobility problems who live in the home. Depending on how long you remain in the home, some or all of the loan may not have to be repaid. Forgiveness of the loan is earned through continued ownership and occupancy. You cannot receive loans for work that is done without prior approval.

These programs are offered through the Ontario Ministry of Housing. They are run by local governments.

For more information, call your local municipal office or:

Ontario Ministry of Housing
Housing Field Operation
777 Bay Street, 2nd Floor
Toronto, Ontario
M5G 2E5

Telephone: (416) 585-6430

Residential Rehabilitation Assistance Program (RRAP)

RRAP gives financial help to low-income homeowners who must make major repairs to homes they own and in which they live.

The amount of help homeowners can get is based on the cost of allowed repairs, where they live and total income.

Under RRAP for the Disabled, people who have, or will have, a disabled person living in their home (or rental units) may be able to get financial help to cover the cost of improving their home to make it easier for disabled persons to live there.

Both programs are offered by the federal government through the Canada Mortgage and Housing Corporation.

Both Homeowner RRAP and RRAP for the Disabled are offered all over the province.

You can not receive loans for work done without prior approval.

For more information, call your nearest CMHC office or your local municipal office.

Long Term Care

As part of its effort to improve the well-being of Ontario citizens, the Government of Ontario has begun major changes in its long term care system. These changes will improve services for elderly persons and people with physical disabilities.

The goal of **Long Term Care Reform** is to increase independence, dignity and choice for each person. The changes will place more emphasis on services offered in the home and community.

The Ontario Government has outlined its plans and directions for changes in long-term care services in a booklet *"Strategies for Change"*. You may get an English or French copy from Ministry of Community and Social Services Area Offices (see page 6), District Health Councils, or by calling or writing to:

Publications Ontario
880 Bay Street
Fifth Floor
Toronto, Ontario
M7A 1N8

Telephone 326-5300 (in Toronto)

Outside Toronto you can get copies of *"Strategies for Change"* by telephoning (416) 326-9755 ,or toll-free 1-800-668-9938.

Extended Health Care Program

Under the Extended Care Program, a person in a nursing home or a home for the aged pays part of the cost of room and board. The rest is paid by the Ontario government.

The person's cost is adjusted every three months.

You may get this help if you are covered by Ontario Health Insurance and need at least 1 1/2 hours of skilled nursing and personal care each day.

Please talk about this program with your doctor. If you need such care your doctor will fill out an application for you.

For more information call or write:

Ontario Ministry of Health
Finance and Accounting Branch
Nursing Homes Unit
15 Overlea Boulevard, 3rd floor
Toronto, Ontario
M4H 1A9
Telephone: (416) 965-1506

You may get walk-in service about this program at the Toronto Public Inquiry Centre, 50 Grosvenor Street.

Extended Care is described more in the "Long Term Care" part of this book. Look under "Homes for the Aged" and "Nursing Homes".

Chronic Care Program

Care in a hospital can be for a short-term illness or a long-term disorder or chronic illness.

People needing long-term in-hospital care usually get "chronic care". They need regular care provided by skilled professionals.

After 60 days of receiving chronic care, patients pay part of the cost of their room and board. Health care costs are paid for by the Ontario government. The patient's part of the cost for room and board is adjusted every four months.

There are some exemptions to this form of cost sharing. The book "*Sharing the Cost of Chronic Care*" has more information about chronic care, cost sharing, and exemptions.

For this book write or call:

Ontario Ministry of Health
Health Information Centre
Hepburn Block, 9th Floor
Queen's Park
Toronto, Ontario
M7A 1S2

Telephone: (416) 327-4327
or toll-free: 1-800-268-1153
OHIP Hotline: 1-800-268-1154

Placement Co-ordination Services

Placement Co-ordination Services started in 1979 and can now be found in 22 places in Ontario. The Ministry of Health pays for the service. It helps people needing long term care find a place that meets their needs.

If your town or city has a Placement Co-ordination Service, all applications for nursing homes or homes for the aged will be sent to this service. For more information or to find out if your town has this service, call or write:

Program Development Officer
Placement Co-ordination Services,
Ministry of Health
Community Health Programs Branch
15 Overlea Blvd., 6th Floor
Toronto, Ontario
M4H 1A9
(416) 963-2789

Homes for the Aged

Homes for the aged offer long-term care to seniors who are not able to care for themselves in their own homes. Homes for the aged are run by local governments or charitable groups. Services are paid for by the Ministry of Community and Social Services. All offer live-in care for seniors who need less than 1 1/2 hours of nursing and personal care each day.

Most offer extended care services for those who require more than 1 1/2 hours of care each day.

Most homes have special programs that allow seniors to stay for a short time. In this way, seniors get to know the home before they move in. Short stays may be used at other times for seniors who need to be looked after while families or caregivers are on holiday.

Some homes also offer services in small, home-like satellite centres. People living in these satellite centres have access to all services provided by the homes for the aged. Many homes for the aged offer day programs and other support services.

For more information about homes for the aged in your town or city, call the nearest office of the Ministry of Community and Social Services (see page 6).

Nursing Homes

Most nursing homes are owned and run by small or large businesses. All are licensed by the Ontario Ministry of Health. Nursing homes are for people who do not need hospital care. They are for people whose nursing needs cannot be met by relatives, friends or other caregivers at home.

Most people in nursing homes get extended care as offered through the Ministry of Health's Extended Care Program. It offers care for those who need at least 1 1/2 hours of nursing and personal care each day.

To get addresses of nursing homes call or write:

Ontario Ministry of Health
Nursing Homes Branch
15 Overlea Blvd., 5th Floor
Toronto, Ontario
M4H 1A9

Telephone: (416) 963-1038

Rest and Retirement Homes

Rest and retirement homes provide accommodations and services for seniors. Most are run by private groups. Some are small, supervised homes. Others are large luxury buildings that offer many recreation and personal care services.

Residents generally pay the full cost of living in rest and retirement homes. Costs can cover meals, housekeeping, supervision and personal care.

Care in rest and retirement homes is not covered by provincial regulations or guidelines. Rest and retirement homes are subject to public health standards for fire and building safety.

For more information call or write:

Ontario Long Term Residential Care Association
2857 Sherwood Heights Drive, Unit 3
Oakville, Ontario
L6J 7J9

Telephone: (416) 829-2999

Other Services

Consumer Information Services

The Ontario Ministry of Consumer and Commercial Relations offers information and help through its **Consumer Information Centre** in Toronto. The same services are also offered in eight service centres across Ontario.

The **Consumer Information Centre** has information about Ministry programs and services. It offers many ministry and government books and papers. It also handles questions from the public.

Speech and/or hearing impaired people who have a TDD (Telecommunications Device for the Deaf) can call the Toronto Centre. Calls are free. For further information contact:

The Consumer Information Centre
555 Yonge Street
Toronto, Ontario
M7A 2H6

Telephone: (416) 326-8555
TDD (416) 326-8566
Toll-free: 1-800-268-1142

Consumer Services Bureaus may be found in eight Ontario cities. They accept complaints about unfair business practices and offer copies of Ministry publications. Their addresses and phone numbers are:

Hamilton	London	Ottawa
119 King Street W.	P.O. Box 5600	10 Rideau Street
5th Floor	80 Dundas Street East	Room 200
P.O. Box 2112	London, Ontario	Ottawa, Ontario
Hamilton, Ontario	N6A 2P3	K1N 9J1
L8N 3Z9	Telephone:	Telephone:
Telephone:	(519) 675-7605	(613) 787-4048
(416) 521-7554		
Peterborough	Sudbury	Thunder Bay
139 George Street N.	199 Larch Street	P.O. Box 5000
Peterborough, Ontario	2nd Floor	435 James St. South
K9J 3G6	Sudbury, Ontario	Thunder Bay, Ontario
Telephone:	P3E 5P9	P7C 5G6
(705) 743-8728	Telephone:	Telephone:
	(705) 675-4378	(807) 475-1641
Toronto	Windsor	
555 Yonge Street	250 Windsor Avenue	
8th Floor	6th Floor	
Toronto, Ontario	Windsor, Ontario	
M7A 2H6	N9A 6V9	
Telephone:	Telephone:	
(416) 326-8600	(519) 254-6413	

Criminal Injuries Compensation Board

The Criminal Injuries Compensation Board can award money to those hurt by violent crimes. Crimes must have taken place in Ontario, and have ended in personal injury or death. A victim, a victim's dependents, survivors of a dead victim, or a person who takes care of a victim may receive money.

Applications should be made within one year of the date of injury or death. You may get a booklet giving more details from:

The Criminal Injuries Compensation Board
439 University Avenue
17th Floor
Toronto, Ontario
M5G 1Y8

Telephone: (416) 326-2900

Driver's Licence

Car drivers who are 80 years old or older must take eye, written, and road tests each year. For business vehicles, these tests and a doctor's report are needed each year after age 65.

For more information and early licence renewal, call your nearest Driver Examination Centre. Look under "*Transportation - Ministry of*" in the "*Government of Ontario*" part of your local phone book's blue pages.

You can also get information from:

The Ministry of Transportation
Licensing Assistance Section
2680 Keele Street
Downsview, Ontario
M3M 3E6

Telephone: (416) 235-2999

(Note: For vehicle information, call this number.)

Energy

The Ministry of Energy has an information service about energy-related subjects. It offers advice and small books about ways of improving home energy use. It also has information about government programs that help Ontario homeowners use less energy.

For information, please write or call:

Ontario Ministry of Energy
56 Wellesley St. W., 9th Floor
Toronto, Ontario
M7A 2B7

(416)327-1234 (in Toronto)
Zenith 80420 (toll-free outside Toronto)

Fishing Licences

People in Ontario between ages 18 and 64 need a licence to fish. If you are 65 or over, you do not need a licence.

For information about fishing, seasons and rules, please call or write:

Ontario Ministry of Natural Resources
Public Information Centre
99 Wellesley Street West
Room 1640
Queen's Park
Toronto, Ontario
M7A 1W3

Telephone: (416) 965-7883

Funding Sources for Senior Groups

The Access Fund

The Access Fund is a joint program of the Ontario Office for Disabled Persons and the Ontario Office for Senior Citizens' Affairs to increase physical access to existing community meeting rooms and public facilities. Grants of up to \$50,000 are available for approved renovations.

To be eligible, organizations must be private, non-profit and must have been incorporated for at least one year prior to applying for an Access Fund grant. Also eligible are municipally-sponsored Elderly Persons' Centres and Disabled Persons' Centres.

For further information contact:

Access Fund
Ontario Office for Disabled Persons
2nd Floor
700 Bay Street
Toronto, Ontario
M5G 1Z6

Telephone: (416)326-0166 (in Toronto)
Toll-free outside Toronto: 1-800-387-4456
Voice/TDD: Extension 66

New Horizons Program

New Horizons is a program managed by Health and Welfare Canada. It offers funding to groups of 10 or more older and retired persons.

New Horizons' grants help groups that want to begin activities that help themselves and their communities.

Activities include crafts and hobbies. Historical, cultural, and educational projects also receive support. Activities that offer community services or involve sports, recreation, fitness and performing arts can also receive grants.

To get free information on "New Horizons", or for more help, call or write:

New Horizons Program
2300 Yonge Street
Suite 1104
Toronto, Ontario
M4P 1E4

Telephone (416)973-1997

Seniors Independence Program

The Seniors Independence Program (SIP) provides funds for useful projects suggested by groups.

Most approved projects help seniors maintain their health and the ability to look after themselves.

SIP also offers services that make programs and information about health, education and social welfare available to seniors.

SIP encourages seniors to be involved in projects that improve their well-being.

For more information, call or write:

Seniors Independence Program (SIP)
Suite 1104
2300 Yonge Street
Toronto, Ontario
M4P 1E4

Telephone: (416)973-1997

Legal Aid

The Ontario Legal Aid Plan may pay for all or part of needed lawyer or legal help if you cannot pay for it.

Seniors who get both Old Age Security and the Guaranteed Income Supplement may be able to get help preparing their Wills.

Legal aid is offered in 47 parts of Ontario.

Look under "*Lawyers for Legal Aid*" in your phone book yellow pages for addresses and numbers or call or write:

Ontario Legal Aid Plan
70 Centre Avenue
Toronto, Ontario
M5G 2E7
Telephone: (416) 598-0200

Community Legal Clinics

The Ontario Legal Aid Plan pays for 69 Community Legal Clinics in Ontario. These centres can help you with problems with unemployment insurance, welfare, Workers' Compensation, owner-tenant problems, debtor-creditor problems and other things. To get the name and address of your closest Legal Aid office, look in the yellow pages of your phone book under "*Lawyers*".

The Advocacy Centre for the Elderly

The Advocacy Centre for the Elderly (ACE) is a legal clinic paid for by the Ontario Legal Aid Plan. It offers legal help to people aged 60 or older, who have low incomes, and who live in Metro Toronto. ACE helps seniors who have problems with such things as pensions, long-term care, retirement homes, age discrimination, and elder abuse. You can write or visit ACE at:

120 Eglinton Ave. East, Ste 902,
Toronto, Ontario
M4P 1E2

or call (416) 487-7157.

Lawyer Referral Service

The Law Society has a Lawyer Referral Service that helps the public choose lawyers. If you have a legal problem, call the Referral Service at 947-3330. Outside of Metro Toronto, call at no charge 1-800-268-8326 or from area code (807) call 1-800-668-8526.

You will be given the name of a Legal Referral Service lawyer who is close to your home and who is interested in your type of problem. Tell the lawyer you got his or her name through the Lawyer Referral Service. You will not be charged for up to a half hour meeting.

Dial-A-Law

The Law Society's Dial-A-Law program has free phone tapes with legal information on many subjects. Things such as Criminal Law to Wills and Estates are all described in everyday language.

If you have a touch-tone phone, you can call the service 24 hours each day. If you have another kind of phone and live in Toronto, call 947-3333. If you live outside Toronto, but within the 416 area, use the no-charge number 1-800-387-2920. Ask for the tape you want. From (519), (613) and (705) areas call 1-800-387-2992 free. From (807) call 1-800-668-8525 free.

To get a copy of the Dial-A-Law tape list, call the Information Department in Toronto at 947-3465. From (416) (519) (613) (705) area numbers call 1-800-668-7380 free. From (807) call 1-800-387-9231 at no charge.

Libraries

Ontario has 1,489 libraries where books, magazines, newspapers and audio-visual materials can be borrowed.

Large print and talking books for people who have poor eyesight are also offered. Public libraries also offer reference services and many other general interest programs.

If you are ill and cannot visit a library, some libraries may deliver books to you. Look under "*Public Libraries*" in the white pages of your phone book for numbers.

Nutrition and Food

The Consumer Information Centre of the Ontario Ministry of Agriculture and Food has many print materials about food and nutrition. The centre also has print information about agriculture and horticulture. Most publications are free.

Experts in Toronto can answer phone calls and letters. If you write, please add your phone number so they can call you if more information is needed.

Write, telephone, or visit:

The Consumer Information Centre
Ontario Ministry of Agriculture and Food
801 Bay Street
Toronto, Ontario
M7A 2B2
(Location: two doors north of the main entrance of
801 Bay Street at College)

General Inquiry: (416) 326-3400
Agriculture: (416) 326-3413
Home Gardening: (416) 445-1552
Food and Nutrition: (416) 326-3418

If you live outside Metro Toronto, call the nearest Ministry of Agriculture and Food office. These are listed under "Agriculture and Food - Ministry of" in the "Ontario Government" part of your telephone book's blue pages.

To get more information about food and health call or write:

Ontario Ministry of Health
Health Information Centre
Hepburn Block, 9th Floor
Queen's Park
80 Grosvenor Street
Toronto, Ontario
M7A 1S2

Telephone: (416) 327-4327
Toll free 1-800-268-1153

Ombudsman

The Ontario Ombudsman has the power to look into complaints against actions, decisions, procedures, and practices of the Ontario Government. These cover such things as services offered through Workers' Compensation, Ontario Health Insurance, Family Benefits, GAINS, retail sales tax and many others. The Ombudsman only deals with provincial matters. The Ombudsman's office does not look at things concerning federal or local governments, or decisions made by courts, judges and the Ontario Cabinet.

You must try all other types of help before seeking help from the Ombudsman. The Ombudsman's office tries to help you only after all others have failed to help with your problem. Write or call:

The Ombudsman of Ontario
125 Queen's Park
Toronto, Ontario
M5S 2C7

Telephone: (416) 586-3300
Toll free: 1-800-263-1830

Regional offices may be found in: North Bay, Timmins, Ottawa, Thunder Bay and Kenora. Other offices are in London, Windsor and Sault Ste. Marie. To contact your nearest office look under "*Ombudsman, Ontario*" in the "*Ontario Government*" part of your phone book's blue pages.

Ontario Advisory Council on Senior Citizens

The Council advises the Government of Ontario on subjects affecting the well-being of Ontario's aged and aging people. Everyone who receives federal Old Age Security gets the newspaper *"Especially for Seniors"*, from the Council every three months.

The Council learns about things affecting seniors by corresponding and consulting with seniors.

The Council promotes development of opportunities that offer self help for seniors.

You may reach the Council at:

Ontario Advisory Council on Senior Citizens
700 Bay Street
Suite 203, 2nd Floor
Toronto, Ontario
M5G 1Z6

Telephone: (416) 326-0175 - Voice/TDD
Fax: (416) 324-6968

Ontario Association of Credit Counselling

Members of the Ontario Association of Credit Counselling Services offer free, private advice on money problems and paying bills. Please look under "Credit Counselling Services" in the yellow pages of your phone book for the nearest office.

If there is no office in your community, call or write to:

The Ontario Association of
Credit Counselling Services
P.O. Box 189
Grimsby, Ontario
L3M 4G5

Telephone: 1-800-263-0260 (no charge)

Ontario Human Rights Commission

The Ontario Human Rights Commission directs the *"Human Rights Code 1981"*. It deals with equal treatment for everyone in housing, goods, services and contracts.

The code defines age as 18 years or more in all parts of the legislation, except employment where it is 18 to 65 years old.

For more information, call or write:

Ontario Human Rights Commission
400 University Avenue
Toronto, Ontario M7A 2R9
Telephone: (416) 965-6841

Ontario Intercity Transportation Guide

This free pocket-size guide is offered by the Ministry of Transportation. A colored map shows regular air, bus and rail routes, and if there is service each day. It also notes services to Pearson Airport.

About 275 communities appear on the map and list of place names. (An added 625 are listed in a grid index.) The Metro Toronto area is shown on a large map that notes GO and TTC subway connections.

A table showing expected travel times by car, bus, rail and air helps people plan trips. You can get the guide from ticket offices, and travel agents, and offices of the ministries of Transportation, Northern Development and Mines, and Tourism and Recreation.

Ontario Welcome House

People new to Canada can use services of the Ministry of Citizenship's Ontario Welcome House. Offices are in Toronto, North York, Scarborough, Mississauga, and Hamilton.

Welcome House workers give information to newly arrived seniors, or their families, about government grants and special programs for seniors. They also have information about senior citizens' clubs, nursing homes and low-income housing.

If needed, they will help people fill out forms and applications. They will refer seniors to cultural groups. All services are free and offered in 39 languages and dialects.

Ontario Welcome Houses are located at:

Hamilton

Ontario Welcome House
2 King Street West
Hamilton, Ontario
L8P 1A1
Telephone:
(416) 521-7569

Mississauga

Ontario Welcome House
Confederation Place
90 Dundas Street West
Mississauga, Ontario
L5B 2T5
Telephone:
(416) 848-4680

North York

Ontario Welcome House
Downsview Plaza
1056A Wilson Avenue
Downsview, Ontario
M3K 1G6
Telephone:
(416) 633-7180

Scarborough

Ontario Welcome House
Brimley Place
4439 Sheppard Avenue East
Scarborough, Ontario
M1S 1V3
Telephone:
(416) 965-9902

Toronto

Ontario Welcome House
132 St. Patrick Street
Toronto, Ontario
M5T 1V1
Telephone:
(416) 965-3021

The Ontario Ministry of Citizenship has a book,
"Newcomer's Guide to Services in Ontario" in several
languages. This free book is for adult newcomers, their
teachers and counsellors. To get a copy, call or write:

Citizenship Development Branch
77 Bloor Street W., 15th Floor
Toronto, Ontario
M7A 2R9

Telephone: (416) 965-9919

Provincial Parks -- Conservation Authorities

Many of Ontario's recreational and conservation areas are free or have low rates for seniors. Provincial Parks also have low entry rates for seniors. For a free pamphlet, "*Senior Citizens' Use of Ontario Provincial Parks*", call or write:

Ontario Ministry of Natural Resources
Public Information Centre
Room 1640, Whitney Block
Queen's Park
Toronto, Ontario
M7A 1W3

Telephone: (416) 965-3081

Publications

The Ontario Ministry of Government Services sends out publications printed by the government's ministries and agencies. You can get copies by writing or visiting:

Publications Ontario
880 Bay Street
Toronto, Ontario

or by mail through:

Publications Ontario
880 Bay Street, 5th Floor
Toronto, Ontario
M7A 1N8

Telephone:(416) 326-5300

Toll-free from other Ontario communities:
1-800-668-9938

hearing impaired call (416) 965-5130
or, toll-free from other Ontario communities:
1-800-268-7905.

You may also get publications at:

Access Ontario
Rideau Centre Mall
Ottawa, Ontario
K1N 9J7

Telephone: (613) 238-3630

Many public libraries have information on Ontario Government publications. Libraries that have this information have a "Depository Library" sign. You can also write the above address to get the "*Monthly Checklist for Ontario Government Publications*" each month.

Recreation

The Ministry of Tourism and Recreation has staff all across the province. Most of these people work with municipal recreation authorities and regional groups.

Tourism and Recreation offices offer:

- *Consultative services
- *Leadership training
- *Community planning information
- *Research help
- *Current information on recreation trends
- *Help for innovative pilot programs
- *Expert resource people
- *Organizational development
- *Access to an up-to-date resource centre
- *Publications
- *Facility development information

Your closest Tourism and Recreation office is listed in your telephone book's blue pages.

Publications

<i>A Guidebook for Intergenerational Programming</i> ..	\$1.50
<i>Assessing Recreation Services for Older Adults</i>	
<i>in Small Communities</i> (bilingual)	\$6.00
<i>It's Up To You</i> (For leaders of pre-retirement programs, not those about to retire)	\$3.50
<i>Leisure Can Be Pleasure</i> (Changing Roles in Retirement)	\$1.75

<i>Options</i> (A handbook of retirement information and exercises for individuals and partners shifting gears and planning their leisure in later years)	\$3.25
<i>Time On Their Hands</i> (A handbook for Planning Recreation Programs for the Homebound Elderly and those in Long Term Care Facilities)	\$3.00
<i>Retirement Planning for Small Communities in Ontario</i> (A comprehensive manual designed to assist individuals and community groups plan and implement a retirement planning program using local and regional resources)	\$10.00
<i>Camping with older adults</i> (A leadership manual for administrators of Residential and Day Camps)	\$8.00

The above publications may be ordered from:

Publications Ontario
880 Bay Street, 5th Floor
Toronto, Ontario
M7A 1N8

Telephone: (416) 326-5300

(Please refer to Publications, page 74, for telephone numbers if calling from other parts of Ontario).

Orders sent by mail must be accompanied by a cheque or money order made payable to the **Treasurer of Ontario**.

**Tourism and Recreation Operations Regional Offices:
Southwest Region**

Hanover

427 10th Street
2nd Floor
Hanover, Ontario
N4N 1P8
(519) 364-1626

Kitchener

30 Duke Street West
4th Floor
Kitchener, Ontario
N2H 3W5
(519) 578-3600

London

255 Dufferin Ave.
Suite 601
London, Ontario
N6A 5K6
(519)679-7156

Windsor

250 Windsor Ave.
Windsor, Ontario
N9A 6V9
(519) 256-4919

Central Region

Barrie

114 Worsley Street
Barrie, Ontario
L4M 1M1
(705) 737-3301

Hamilton

119 King Street
8th Floor
Hamilton, Ontario
L8N 3Z9
(416) 521-7244

Huntsville

42 King William
Street
Huntsville, Ontario
P0A 1K0
(705) 789-4448

St. Catharines

15 Church Street
Suite 404
St. Catharines, Ontario
L2R 3B5
(416) 684-2345

Toronto

700 Bay Street
8th Floor
Toronto, Ontario
M5G 1Z6
(416) 965-0283

East Region

Brockville
 2211 Parkedale Ave.
 Brockville, Ontario
 K6V 6B2
 (613) 342-5522

Kingston
 1055 Princess Street
 Suite 304
 Kingston, Ontario
 K7L 5T3
 (613)545-4350

Ottawa
 10 Rideau Street
 4th Floor
 Ottawa, Ontario
 K1N 9J1
 (613) 787-4000

Peterborough
 305 Stewart Street
 Peterborough, Ontario
 K9J 3N2
 (705) 748-3711

Northeast Region

North Bay
 147 McIntyre St. W.
 2nd Floor
 North Bay, Ontario
 P1B 2Y5
 (705) 474-3821

Sault Ste. Marie
 499 Queen Street
 2nd Floor
 Sault Ste. Marie,
 Ontario
 P6A 1Z9
 (705) 942-3751

Sudbury
 199 Larch Street
 4th Floor
 Sudbury, Ontario
 P3E 5P9
 (705) 675-4346

Timmins
 22 Wilcox Street
 2nd Floor
 Timmins, Ontario
 P4N 3K6
 (705) 267-7117

Northwest Region

Thunder Bay

West Arthur Place
1265 Arthur St. E.
Thunder Bay, Ontario
P7E 6E7
(807) 623-5592

Kenora

Ste. 201
344 2nd St., S.
Kenora, Ontario
P9N 1G5
(807)468-2450

Fort Frances

616 Mowat Ave.
Fort Frances, Ontario
P9A 1Z3
(807) 274-3259

Dryden

479 Government Road
P.O. Box 3000
Dryden, Ontario
P8N 3B3
(807) 223-2271

Transportation

Many towns and cities have set up ways to help seniors with local transportation. Seniors' clubs often have volunteer drivers to take seniors to clinics, shopping centres and recreational centres. Some taxi companies have low rates for seniors. In some communities special transit services have been developed for seniors. To find out what is offered in your area, contact your municipal offices or your local Community Information Centre. A listing of these Community Information Centres is located on pages 8 to 10 of this Guide.

Travel

The Ministry of Tourism and Recreation has a "*Senior Citizens' Attractions Guide*". It gives information about historical places or tourist attractions where people who are 65 years old or older are given free or reduced rates. For this guide and other useful information call:

Ontario Travel
Queen's Park
Toronto, Ontario
M7A 2E5

From the Toronto calling area

Telephone: (416) 965-4008 (English)
(416) 965-3448 (French)

From Canada and Continental U.S.A. (except Yukon, N.W.T. and Alaska)

Telephone (toll-free):
1-800-ONTARIO (668-2746)

From Canada (except Yukon and N.W.T.)

French :
Telephone (toll-free): 1-800-268-3736

Telephone Device for the Deaf:
(416)965-6027 (or call collect)

Tax Grants and Exemptions

Ontario Tax Grants

Two Ontario Tax Grants are offered to qualified seniors.

Sales Tax Grant

Gives \$50 each year to every Ontario senior who is 65 by December 31. Those with Old Age Security get this money without applying.

Property Tax Grant

The property tax grant is paid each year to all qualifying senior households who own or rent their homes. The grant is equal to actual property taxes or 20 per cent of yearly rent up to \$600.

For the first year seniors receive one cheque for the full property tax grant. To receive this payment seniors must complete and return the property tax grant application form.

After the first year the grant is paid to seniors in two cheques. The first cheque is sent automatically in the spring.

The second cheque is sent in the fall.

To receive this payment a senior must complete and return a new property tax grant application form.

To avoid delay in payment, seniors are advised to complete and return their property tax grant application shortly after receipt.

You can get more information in the brochure "Ontario Tax Grants for Seniors".

In all areas:
dial 1-800-263-7965

Telephone Device for the Deaf:
dial 1-800-263-7776

or write to:

Ministry of Revenue
Guaranteed Income and Tax Credit Branch
P.O. Box 624
33 King Street W.
Oshawa, Ontario
L1H 8H8

or visit:

The Public Enquiry Centre
Ministry of Revenue
50 Grosvenor Street
(1 block south of Wellesley Street just west of Bay Street)
Toronto, Ontario
M5S 2V3

Tax Exemption: Disabled and Seniors in the Community Program

Improvements to the home may not increase property taxes if they help disabled persons to live there. Changes made to a home after May 15, 1984 are covered. This tax plan is aimed at having seniors and disabled persons stay in their homes. It is given as long as the building is the main home of the senior or disabled person. The number of living units on the property cannot be more than three.

You can get more details on this program by calling a Regional Assessment Office. These are listed under "*Revenue - Ministry of*" in the *Ontario Government* part of a phone book's blue pages. Call the number listed or one of these no-charge numbers:

All Ontario: dial 1-800-263-7965, (no charge).

Telephone Device for the Deaf: dial 1-800-263-7776
or visit:

The Public Enquiry Centre
Ministry of Revenue
50 Grosvenor Street
(1 block south of Wellesley, just west of Bay)
Toronto, Ontario
M5S 2V3

Municipal Elderly Residents Assistance Act

A limited number of Ontario municipalities may allow tax credits for property taxes levied on residential property owned and occupied by senior citizens. To find out if your municipality participates and whether you are eligible for the program, contact your Municipal Tax Office listed under "Taxes" in the "*Local Government*" section of your telephone book's blue pages.

Seniors' Organizations

Association of Jewish Seniors
3rd Floor
530 Wilson Avenue
North York, Ontario
M3H 1T6
(416) 635-2860

Canadian Council of Retirees
c/o The Canadian Labour Congress
Room 305, 15 Gervais Drive
Don Mills, Ontario
M3C 1Y8
(416) 488-7707

Canadian Pensioners Concerned
Ontario Division
51 Bond Street
Toronto, Ontario
M5B 1X1
(416) 368-5222

La Fédération des aînés francophones de l'Ontario
75 Bruyère Street, Apt. 373 "B"
Ottawa, Ontario
K1N 5C7
(613) 235-4258

Older Adult Centres' Association of Ontario
1220 Sheppard Avenue East
Suite 409A
Willowdale, Ontario
M2K 2X1
(416) 495-4061

One Voice Seniors Network
350 Sparks Street
Suite 901
Ottawa, Ontario
K1R 7S8
(613) 238-7624

Ontario Advisory Council on
Senior Citizens
2nd Floor, Suite 203
700 Bay Street
Toronto, Ontario
M5G 1Z6
(416) 326-0175

Ontario Association of Residents' Council
Castleview Wychwood Towers
351 Christie Street
Toronto, Ontario
M6G 3C3
(416) 535-3718

Ontario Coalition of Senior Citizens'
Organizations
530 Wilson Avenue, 3rd Floor
North York, Ontario
M3H 1T6
(416) 631-0969

Committee on Aging
Ontario Social Development Council
1 Valleybrook Drive, Suite 405
Don Mills, Ontario
M3B 2S7
(416) 444-1980

Senior Talent Bank Association of Ontario
161 Eglinton Avenue East, Suite 806
Toronto, Ontario
M4P 1J5
(416) 483-2626

Superannuated Teachers of Ontario
1260 Bay Street
Suite 601
Toronto, Ontario
M5R 2B1
(416) 962-9463

Third Age Learning Associates
Glendon College
Room 174, York Hall
2275 Bayview Avenue
Toronto, Ontario
M4N 3M6
483-8834

United Senior Citizens of Ontario
3033 Lakeshore Blvd. West
Toronto, Ontario
M8V 1K5
(416) 252-2021

Index

Access Fund	59
Accommodation	44
Addiction Research Foundation	43
Advocacy Centre for the Elderly	63
Alzheimer programs	11
Assistive devices program (ADP)	40
Chronic care program	50
CMHC	47
Community information centres (CICs)	8
Consumer information	54
Correspondence courses	20
Criminal injuries	56
Day care	16
Driver's licence	56
Drug benefit	37
Education	19
Elderhostel	23
Elderly Persons'/ Older Adults' Centres	12
Energy	57
Extended care	49
Financial assistance	27
Fishing licenses	58
Funding Sources	59
Food	65
GAINS	29
Guaranteed Income Supplement (GIS)	27
Health Card 65	39
Health care	33
Home care	13
Home Renewal Program	46
Home repairs	47
Homes for the Aged	51
Home support	16
Homemaker services	15
Housing	44

Human Rights Commission	69
Immigrants	71
Income supplements	27
Information centres (CIC's)	8
Inquiries	1
Integrated Homemaker Program	17
Landlords and tenants (laws and rights)	45
Lawyer referral service	63
Legal aid	62
Legal clinics	62
Libraries	64
Long term care	48
Meals-on-wheels	16
Northern Development and Mines -- Northern Development Officers	3
New Horizons Program	60
Nurses	15
Nursing Homes	52
Nutrition and food	65
Office for Senior Citizens' Affairs	1
Old Age Security (OAS)	27
Ombudsman	67
Ontario Advisory Council on Senior Citizens	68
Ontario Association of Credit Counselling Services	69
Ontario Health Insurance	34
Ontario Housing Corporation (OHC)	44
Ontario Human Rights Commission	69
Ontario Intercity Transportation Guide	70
Pensions	27,28
Placement Co-ordination Services	51
Property tax grants	82
Provincial Government information	2
Provincial parks	73
Seniors' Organizations	86
Publications	74
Public health services	41
Radio (education)	21

Recreation	76
Rent/geared-to-income housing	44
Rent review	45
Rest and retirement homes	53
St. John Ambulance	42
Sales tax grant	82
Senior centres/clubs	12
Senior citizen apartments	44
Seniors Independence Program (SIP)	61
Soldiers' Aid Commission	32
Spouse's Allowance (SPA)	26
Tax grants and exemptions	82
Third Age Learning Associates (TALA)	24
Transportation	80
Travel	81
TVOntario	25
Unemployment insurance	31
Veterans/Pensions for Disability	31
Visiting	16
Volunteers	17
War Veterans Allowance	31
Welcome House	71
Wheels to meals	16
Widowed Spouse's Allowance	28

The Guide for Senior Citizens

3 1761 11468966 4



Ministry of
Citizenship

Office for
Senior Citizens' Affairs

ISBN 0-7729-6506-4
(English)
300M/01/91